

<b>Calibre Control International Ltd</b>	
Issue: 24	BS EN ISO 9001 Quality Management System
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**QUALITY POLICY STATEMENT**

Calibre Control International Ltd quality commitment is to supply the highest quality products and services that deliver real business benefits and provide complete customer satisfaction at the most economic cost.

Our aim is for continual improvement through the involvement and participation of all levels of management, employees, and other interested parties. Management provides leadership & direction in all aspects of the Quality System promoting the use of the process approach and risk-based thinking.

We will continue to assess our activities, products and services with respect to the impact on quality and the environment and incorporate those controls necessary to achieve continual improvement.

To meet this commitment, the company has documented, implemented and will maintain a quality management system which sets out to meet the requirements of BS EN ISO 9001, ensuring that it is appropriate to the expected level of customer satisfaction and includes a commitment to continual improvement.

The following quality objectives have been established, communicated, understood and implemented at all levels throughout the organisation:

- To maintain our commitment to and continually improve our quality system in line with our business needs. This is measured by the audits, Customer feedback and regular review meetings.
- Actively create new business opportunities, providing information and quotations to satisfy Customer needs and optimise sales. This is monitored regularly and data is analysed as part of the Quality system.
- To manufacture and distribute products which are of consistent high quality and meet customer requirements in order to maintain or increase customer satisfaction. This is measured by the Customer feedback, supplier reviews and complaints process.
- To strive to offer the best advice and service support to our Customers. This is measured by the analysis of Customer feedback and Service reports.
- Staff training will be maintained to meet the needs of Customers, taking account of product and industry changes. Training will be reviewed and updated regularly and records maintained.

This policy is reviewed at least once per annum at the relevant management review meeting for suitability and effectiveness.

The Company will ensure that all employees are aware of this policy and their individual responsibilities within it, by an appropriate programme of training and awareness enhancement. This policy will be displayed in all suitable areas within the company's premises.

Dez Hayton  
Quality Manager

Paul Cliffe  
Managing Director

15.02.2024

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